

# Hoymiles HiBattery Series Warranty Terms & Conditions

## (For Europe region)

- Administered by Hoymiles Power Electronics Inc.

This policy governs the Exchange Program for Hoymiles HiBattery series (1920 AC) covered by Hoymiles' limited warranty (the "Exchange Program"). Parties participate in the Exchange Program shall abide by the procedures and requirements set forth in this policy. Hoymiles may, at its sole discretion, reject the exchange of any HiBattery that is not returned as required in this policy.

This warranty applies exclusively to Hoymiles products that satisfy the following conditions: (i) the products are installed and operated in compliance with the technical specifications and certifications applicable in the Europe region - hereinafter referred to as "Designated Markets"; and (ii) the products are part of the Hoymiles Europe series models.

### 1. Warranty Claims

#### 1.1 Standard Product Warranty

The standard product warranty period for HiBattery is TEN (10) years from the warranty's effective date.

#### 1.2 Standard Performance Warranty

Hoymiles warrants that the HiBattery retains either Seventy Percent (70%) of Designed Energy (1.92KWh) for Ten (10) years or for a Granted Throughput Energy which is calculated from the Warranty Effective Date.

The Granted Throughput Energy means the total output energy of the product recorded in the control module of the product.

The Usable Energy and Granted Throughput Energy for each product model are set out in the table below:

Model NO.	Designed Energy (kWh)	Usable Energy (kWh)	Granted Throughput Energy(MWh)
HiBattery 1920 AC	1.92	1.73	5.612

1: 90% DoD. Usable Energy (kWh) is measured using the testing conditions and methods in Appendix A.

2: In ten years, the total yield energy calculated based on Usable Energy. This number is calculated based on the conditions: a constant ambient temperature of 25°C, the product's rated charging and discharging current, and an operating mode of one complete charge and discharge cycle per day on average.

NOTE: THIS WARRANTY POLICY ONLY APPLIES TO THE HOYMILES HIBATTERY SERIES. FOR ANCILLARY PARTS OR ADD-ON DEVICES SUPPLIED BY HOYMILES TOGETHER WITH A HOYMILES BATTERY, PLEASE REFER TO THE WARRANTY TERMS PROVIDED BY THE RELEVANT MANUFACTURER.

#### 1.3 Warranty Effective Date

The effective warranty period starts from whichever of the following dates is earlier: (1) 4 months from the date the products shipped from Hoymiles; or (2) the product installation date.

This warranty applies to the original Hoymiles product purchaser and is transferable only if the product remains installed in the original location. To transfer warranty ownership, please send an authorization email that specifies the username and password from the previous owner to [service@hoymiles.com](mailto:service@hoymiles.com).

#### 1.4 Disputes of Warranty Start Date

If the Customer disputes the calculation of the warranty start date as defined in this agreement, the Customer shall submit to [service@hoymiles.com](mailto:service@hoymiles.com) valid purchase documentation that clearly indicates the date of purchase, such as an invoice or contract, for verification. Upon review and approval by Hoymiles, the warranty period shall be reset to start three months from the purchase date as confirmed by the provided documentation. If the dispute is not approved, the original warranty start date shall remain in effect.

\*Claims without valid proof of purchase will not be processed.

\*Final determination of warranty adjustment remains at Hoymiles's sole discretion.

#### 1.5 Compliance Verification Requirement

For installations outside the Designated Markets, warranty eligibility requires:

- a) Prior submission of official or qualified third-party certification documents proving compliance with local technical regulations and requirements; and
- b) Written confirmation from Hoymiles validating such certifications and the applicability of this limited warranty.

Note:

If you are an end-user, please contact your installer in the first instance in case of any warranty issue. If you are installer, please contact your distributor in the first instance in case of any warranty issue. Hoymiles will work directly with the distributor to replace a faulty device if deemed eligible under the terms of the Exchange Program. The warranty policy outlined in this document represents a product replacement warranty, and does not cover the costs of installation and commissioning and the costs associated with the distributor dispatching its own technicians to the site.

If the original installation company (for end-user) or distributor (for installer) has ceased trading, please contact a suitably qualified installer or distributor to arrange an on-site service authorized by Hoymiles or Hoymiles technical engineer.

## 2. Warranty Conditions

The above warranty terms are subject to the following conditions:

- a. The HiBattery series defect occurs within the warranty period as determined above;
- b. The purchaser must provide proof of the original purchase of the HiBattery series;
- c. The purchased HiBattery series must be installed within 6 months of the Invoice Date;
- d. The HiBattery series is not suitable for supplying life-sustaining medical devices or automotive applications;
- e. Related monitoring datas are needed for problem analysis;
- f. Where a product or part thereof is replaced or repaired under this Warranty, the remainder of the

original Warranty period will apply. Replacement products or part(s) do not carry a new voluntary warranty.

### 3. Limitation of Liability

Claims that relate to defects that are caused by the following factors are not covered by Hoymiles' warranty obligations:

- a. Force majeure events, including but not limited to storm damage; lightning strikes; over-voltage; fires; thunderstorms; flooding; civil unrest, conflicts, or government intervention; strikes; embargoes, market conditions; or other events outside the reasonable control of Hoymiles;
- b. Improper installation, commissioning, start up, or operations that not follow the Installation Guide;
- c. Inadequate ventilation and circulation resulting in minimized cooling and natural air flow and installation in a corrosive environment (The charging temperature of the HiBattery series must NOT exceed -20°C ~ 55°C, its discharging temperature must NOT exceed -20°C ~ 55°C, and the system must not be installed in direct sunlight or where it will be exposed to rain and snow;
- d. Damage during transportation;
- e. Unauthorized repair attempts;
- f. Unauthorized removal and re-installation;
- g. Circumstances that do not affect the normal use of the product, including but not limit the following: normal wear to appearance or cosmetic or superficial defects, dents, marks, or scratches;
- h. Damage caused by defects of other components not provide by Hoymiles;
- i. HiBattery sold across regions;
- j. HiBattery purchased from an unauthorized dealer, distributor, or retailer;
- k. HiBattery or its components are stolen;
- l. Any defects that occur when the HiBattery warranty period has expired (excluding additional agreements of warranty extension;
- m. HiBattery failure is not reported to Hoymiles within one month of it occurring;
- n. Original identification marks (including the trademark and serial number) of the product have been altered or removed;
- o. Operational failures result from extreme environmental factors beyond product specifications;
- p. Free products/freebies/rewards/gifts;
- q. HiBattery is used outside the applicable territory specified in these Terms;
- r. Other circumstances not described in this Policy that Hoymiles has sufficient evidence to refuse.

This warranty does not extend to parts, materials, or equipment not manufactured by Hoymiles where the customer is entitled to a warranty or guarantee given by the manufacturer to Hoymiles.

Claims by the purchaser that go beyond the warranty terms set out herein are not covered by the warranty in so far as Hoymiles is not subject to statutory liability. In such cases, please contact the company that sold the product. Final claims in accordance with the law regarding product liability remain unaffected.

Any defects that occur after the warranty period ends or that occur within the warranty period but are categorized as a warranty exception are deemed by Hoymiles to be out-of-warranty cases. For all out of warranty cases, Hoymiles may charge an on-site service fee, a parts fee, labor costs and a logistics fee to customer,

including but not limited to any/all of the following:

1. On-site service fee: travel costs and time for the technician to deliver on-site services and labor costs for the repair technician, maintenance, installing hardware or software, and debugging a faulty HiBattery;
2. Parts/materials fee: the cost of replacement parts/materials (including any shipping/admin fees that may apply);
3. Logistics fee: the cost of delivery and any other expenses incurred when defective HiBattery are sent by the user to Hoymiles and/or repaired HiBattery are sent from Hoymiles to the user.

#### **4. Product Repair On-Site**

If Hoymiles decides to repair the defective device on site (done by Hoymiles or a technical engineer authorized by Hoymiles), then Hoymiles will bear the costs for materials and labor to repair the product as well as the costs for removal and replacement of the part or replacement device. Any on-site service (such as when the distributor dispatches its own technicians to repair the device) carried out without the prior written consent of Hoymiles shall result in Hoymiles being exempt from bearing the related costs.

The distributor is required to notify Hoymiles Technical Service Center of any relevant device information whenever they are involved in handling warranty claim issues reported by installer/end users. Before dispatching its own technicians for on-site services, the distributor shall obtain prior written authorization from Hoymiles technical personnel. If the distributor fails to obtain such authorization, Hoymiles assumes no liability for costs incurred during unauthorized on-site services or for expenses related to the distributor's retrieval of equipment determined to be non-faulty or replacement equipment not authorized by Hoymiles.

#### **5. Exchange Service**

Any HiBattery qualifying for exchange within the warranty period will be replaced with a new or refurbished one, which is subject to the terms and conditions detailed in this document.

Documents required for exchange, including:

1. Copy of the original purchase invoice;
2. Detailed information about the entire system (e.g., system schematic);
3. Documentation relating to previous claims/exchanges (if applicable);
4. RMA (the template will be provided by Hoymiles Technical Service Center).

\*Customers initiating a warranty claim or product replacement through the Hoymiles Exchange Program must submit clear evidence of the device's defect. This includes photos or videos demonstrating the malfunction, system logs or diagnostic data, Hoymiles ticket record and/or comprehensive written failure descriptions. Hoymiles may request further information if the provided evidence is inadequate. Failure to provide sufficient proof may result in the denial of the warranty claim or replacement request.

To request a replacement product, you must contact Hoymiles Technical Service Center.

E-mail: [service.eu@hoymiles.com](mailto:service.eu@hoymiles.com)

#### **6. Hoymiles' Responsibilities**

Upon receipt of the required information listed in Section 5 and after attempts to correct the problem with the customer's assistance, Hoymiles will assign a unique case number to the customer. This number must be used in all

communications regarding the exchange. Following the receipt of the replacement HiBattery, the customer must return the allegedly faulty HiBattery in the same packaging as the replacement HiBattery if required by Hoymiles. Hoymiles will supply all labels, documentation, and freight details for the return of a potentially faulty HiBattery.

Hoymiles reserves all rights to collect all potentially faulty HiBattery if necessary. Kindly note these faulty HiBattery are no longer suitable for resale or use. If the product is not returned to Hoymiles, customers should store and dispose of these products in accordance with applicable laws and regulations, especially these related to product safety and liability and environmental protection and recycling.

A qualified and authorized by Hoymiles installer must be present for HiBattery exchange and re-commissioning.

## **7. Distributor Responsibility**

In the event of an equipment failure or fault, it is the responsibility of the distributor to work directly with the Hoymiles Service Center in order to limit the return of non-faulty equipment. The Hoymiles Service Center will work with the distributor to address the fault or fault message through telephone/online support.

The distributor shall collaborate with qualified installer to carry out the installation, commissioning and maintenance of the device. All such work must strictly adhere to the specifications provided by Hoymiles Technical Service Center and refrain from replacing or exchanging the equipment for customers without authorization from Hoymiles.

Note: To qualify for further replacement unit, the distributor must first contact the Hoymiles Service Center and fulfill the distributor's responsibilities under Section 7 of this document. A qualified installer must be present for the product exchange and re-commissioning.

During inspection by Hoymiles, if the allegedly faulty device is found by Hoymiles to be ineligible for exchange under this policy, the distributor must provide proof of a valid warranty for the device, a correctly issued receipt, and a valid RMA case number for the device (as provided by Hoymiles Technical Service Center). In all instances, the installer is obliged to send the required defective products back to the distributor. The distributor shall then coordinate with Hoymiles Technical Service Center to determine whether the faulty equipment requires returns to Hoymiles designated warehouse.

## **8. Inspection Charge for Batteries Not Found Defective or not Eligible for Warranty**

Hoymiles reserves the right to apply a flat-rate inspection charge of EUR 100 per unit, plus shipping and packaging, if a returned product claimed to be faulty is found by Hoymiles to have no defects warranting replacement under this policy, or if section 3's liability limitation applies, or if any other circumstances render this Limited Warranty not applicable.

## **9. HiBattery Replacement Procedure**

Hoymiles must be provided with the relevant documents listed in Section 5. This procedure must be followed by a warranty claim to be applicable under the Exchange Program.

- a. The distributor must contact Hoymiles Technical Service Center and submit the required information as instructed in Section 5. As outlined in Section 7, the distributor will contact Hoymiles Technical Service Center to check whether there is a solution other than replacement;
- b. If the device is deemed faulty and is eligible for the Exchange Program, Hoymiles will create a case number for the device and inform the distributor;

- c. The device will be shipped to the specified customer or distributor location at Hoymiles' cost;
- d. The distributor is required to arrange for the installation of the replacement product by qualified installer and use the packaging to repack the faulty product.
- e. For a faulty device that is required to be returned to Hoymiles, Hoymiles will cover the costs of collection and shipment as detailed in Section 6, and the purchaser shall bear any applicable value added tax. The customer or distributor shall assist with the shipping process.
- f. Should a faulty product required to be returned to Hoymiles be missing, Hoymiles reserves the right to invoice the relevant installer/distributor for the value of 80% of actual sales price of the product.

## 10. Consumer Laws

If customers purchase the product from an Authorized dealer, distributor, or retailer, the Local Consumer Law applies. Hoymiles products come with guarantees that cannot be excluded under the Local Consumer Law. The purchaser is entitled to a replacement in case of a major failure and compensation for any other reasonably foreseeable loss or damage. The purchaser is also entitled to have the goods repaired or replaced if the goods fail to be of acceptable quality and the failure does not constitute a major one. Terms and conditions provided in this warranty are in addition to any other rights and remedies available under the Local Consumer Law.

## 11. Hoymiles Contact

Address: F6, Building 5, 99 Housheng Road, Gongshu District, Hangzhou 310015 P. R. China

Dutch Hotline: +31852736388

German Hotline: +496994322186

French Hotline: +33159131589

Polish Hotline: +48918821656

Email: [service@hoymiles.com](mailto:service@hoymiles.com)

Website: [www.hoymiles.com](http://www.hoymiles.com)

Please note that these warranties are subject to change without notice. Hoymiles support team reserves the right to determine in its sole discretion whether it is eligible for warranty service and to determine the appropriate solution.

## Appendix A

Usable Energy Test Standard:

Ambient temperature: (25±3) °C

Charge / Discharge method

1. Discharge the battery at the rated discharge current until it reaches the discharge cut-off voltage or enters self-protection mode automatically.
2. Place the battery aside for 30 mins.
3. Charge the battery at the rated charge until it reaches the charge cut-off voltage or enters self-protection mode automatically.
4. Place the battery aside for 30 mins.
5. Discharge the battery at the rated discharge current until it reaches the discharge cut-off voltage or enters self-protection mode automatically. Calculate the usable capacity of the battery. During this discharge, continuously monitor the current to ensure it remains at the rated discharge current (If constant current discharge is specified.)

Battery Usable Energy Calculation formula:

$$E = \int_{t=0} I * U * T$$

E: Usable Energy

T: Discharge Time

I: Discharge Current

U: Real-time Voltage

6. Charge the battery at the rated charge current until it reaches the charge cut-off voltage or enters self-protection mode automatically.

Note: For the battery's charge and discharge current and voltage operating ranges, please refer to the corresponding Product Specification Sheet.